A) PISNI SESTAVEK (V ENI OD STALNIH SPOROČANJSKIH OBLIK)

FORMAL LETTER – APOLOGY

Level C1 · 10 exam-style tasks

Note on salutation. If the task **names the addressee**, begin *Dear Mr/Ms + surname* and end *Yours sincerely*. If it gives **only a company or office**, begin *Dear Sir or Madam* and end *Yours faithfully*. Set out your address and the date, and the recipient's details, in the correct places. Your name is **Dominik(a) Novak**.

Task 1

Letter of apology

As the organiser of a charity gala, an error on your part meant the keynote speaker was given the wrong time and arrived after the event had ended, guests were kept waiting, and a major donor left early. Write to the chair, Sir Michael Ashcroft.

Write a **letter of apology** of **170–180 words** in which you:

- apologise unambiguously and take full responsibility
- explain what happened as context rather than excuse, acknowledging the impact on all concerned
- offer meaningful redress and express hope to restore trust

(20 points)

Task 2

Letter of apology

A failure you oversaw damaged a key partnership. Write to the partner's director, Ms Delacroix.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and take full responsibility
- explain the failure as context and acknowledge the impact on the relationship
- offer meaningful redress

(20 points)

Task 3

Letter of apology

Your oversight caused a serious data error affecting a client. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise unambiguously
- explain the circumstances honestly and acknowledge the consequences
- set out concrete corrective steps

(20 points)

Task 4

Letter of apology

As team lead, your decision led to a public setback. Write to your director, Mr Sterne.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and own the decision
- explain your reasoning as context and acknowledge the impact
- offer a plan to put things right

(20 points)

Task 5

Letter of apology

A miscommunication you caused embarrassed a senior colleague. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise sincerely and specifically
- explain what happened and acknowledge the professional impact
- offer to make amends

(20 points)

Task 6

Letter of apology

Your department's failure disappointed an important stakeholder. You want to apologise on its behalf.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and accept responsibility
- explain the situation as context and acknowledge the impact
- offer concrete redress

(20 points)

Task 7

Letter of apology

You mishandled a high-profile complaint, making it worse. Write to the customer, Mr Attwood.

Write a **letter of apology** of **170–180 words** in which you:

- apologise unambiguously
- explain the mishandling honestly and acknowledge the compounded impact
- offer meaningful resolution

(20 points)

Task 8

Letter of apology

A project you led ran over time and over budget, affecting a funder. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and take responsibility
- explain the causes as context and acknowledge the impact on the funder
- set out corrective measures

(20 points)

Task 9

Letter of apology

Your error caused a respected guest to be treated poorly. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise sincerely and specifically
- explain what went wrong and acknowledge the impact on the guest
- offer meaningful redress

(20 points)

Task 10

Letter of apology

A failure under your responsibility damaged your organisation's reputation. Write to the board chair, Dr Farrow.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and accept full responsibility
- explain the failure as context and acknowledge the reputational impact
- offer a credible plan to rebuild trust

(20 points)